

2001-03 Performance Progress Report

For Quarter Ending 6/30/2002

Agency 160

Office of Insurance Commissioner

Mission

To protect consumers, the public interest, and our state's economy through fair and efficient regulation of the insurance industry.

Goal Protect and educate consumers.

Performance Measure Amount recovered for consumers as a result of OIC intervention.

| Outcome | Fiscal Year 2002 | | | | Fiscal Year 2003 | | | |
|---------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | <u>Quarter 1</u> | <u>Quarter 2</u> | <u>Quarter 3</u> | <u>Quarter 4</u> | <u>Quarter 5</u> | <u>Quarter 6</u> | <u>Quarter 7</u> | <u>Quarter 8</u> |
| Estimate | \$2,870,500 | \$2,870,500 | \$2,870,500 | \$2,870,500 | \$2,873,000 | \$2,873,000 | \$2,873,000 | \$2,873,000 |
| Actual | \$4,195,231 | \$2,956,663 | \$2,603,610 | \$5,758,789 | | | | |
| Date Measured | 9/30/2001 | 12/31/2001 | 3/31/2002 | | | | | |

Performance Measure Number of consumer inquiries received and answered.

| Output | Fiscal Year 2002 | | | | Fiscal Year 2003 | | | |
|---------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | <u>Quarter 1</u> | <u>Quarter 2</u> | <u>Quarter 3</u> | <u>Quarter 4</u> | <u>Quarter 5</u> | <u>Quarter 6</u> | <u>Quarter 7</u> | <u>Quarter 8</u> |
| Estimate | 82,475 | 71,975 | 69,975 | 69,975 | 82,550 | 72,050 | 70,050 | 70,050 |
| Actual | 48,929 | 40,827 | 45,849 | 58,556 | | | | |
| Date Measured | 9/30/2001 | 12/31/2001 | 3/31/2002 | | | | | |

Performance Measure Number of companies, agents, and brokers brought into compliance through enforcement actions.

| Outcome | Fiscal Year 2002 | | | | Fiscal Year 2003 | | | |
|---------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | <u>Quarter 1</u> | <u>Quarter 2</u> | <u>Quarter 3</u> | <u>Quarter 4</u> | <u>Quarter 5</u> | <u>Quarter 6</u> | <u>Quarter 7</u> | <u>Quarter 8</u> |
| Estimate | 86 | 86 | 86 | 87 | 92 | 92 | 93 | 93 |
| Actual | 28 | 29 | 72 | 45 | | | | |
| Date Measured | 9/30/2001 | 12/31/2001 | 3/31/2002 | | | | | |

Goal Promote a healthy insurance climate that meets consumer needs.

Performance Measure Number of financial and market conduct examinations of insurers completed.

| Output | Fiscal Year 2002 | | | | Fiscal Year 2003 | | | |
|---------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | <u>Quarter 1</u> | <u>Quarter 2</u> | <u>Quarter 3</u> | <u>Quarter 4</u> | <u>Quarter 5</u> | <u>Quarter 6</u> | <u>Quarter 7</u> | <u>Quarter 8</u> |
| Estimate | 12 | 12 | 12 | 12 | 12 | 12 | 12 | 12 |
| Actual | 3 | 2 | 5 | 2 | | | | |
| Date Measured | 9/30/2001 | 12/31/2001 | 3/31/2002 | | | | | |

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Goal Measurably improve customer service, access, and satisfaction.

Performance Measure Percentage of the public information maintained electronically that is accessible to the public via the internet.

| Output | Fiscal Year 2002 | | | | Fiscal Year 2003 | | | |
|---------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | <u>Quarter 1</u> | <u>Quarter 2</u> | <u>Quarter 3</u> | <u>Quarter 4</u> | <u>Quarter 5</u> | <u>Quarter 6</u> | <u>Quarter 7</u> | <u>Quarter 8</u> |
| Estimate | 0 | 0 | 0 | 30% | 0 | 0 | 0 | 80% |
| Actual | 0 | 0 | 0 | 30% | | | | |
| Date Measured | 9/30/2001 | 12/31/2001 | 3/31/2002 | | | | | |